Customer Care Center
1-800-E911-HELP
1-800-391-1435

VESTA View Job Aid

For Meridian

Log-In to VESTA View:

- From Start Menu, select **Programs → PEI Products → VESTA View**
- Within Log-In screen, enter **Username** and **Password**.
- Click **OK** button.

Log-Off of VESTA View:

- From VESTA View screen, click once on **File menu**.
- Choose **Log Off.**

Shutting Down VESTA View:

- From VESTA View Log-In screen, click **Cancel**.
- From VESTA View screen, click once on **File menu** and choose **Exit.**

VESTA View Screen

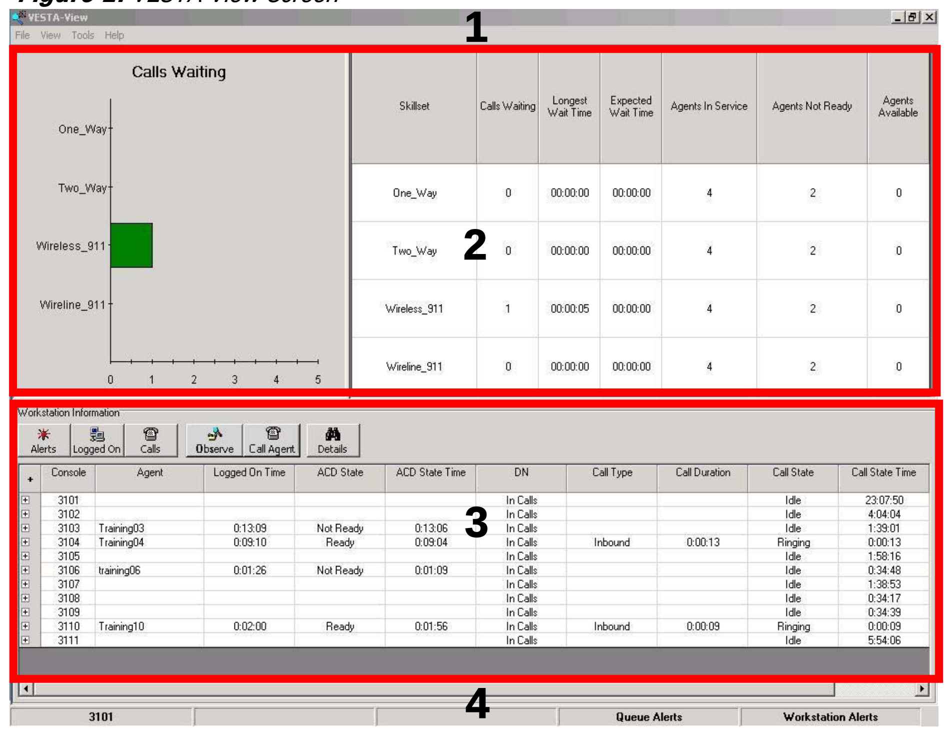
1. **Menu Bar** – Located at the top of screen. Allows users to perform functions and customize screen based on areas chose to be monitored.
   - File menu – Allows user to log on and off VESTA View
   - View menu – Allows user to customize windows of the screen. User has ability to turn On/Off Queue/Skillset and Workstation Information areas. “All” view appears like Figure 1.
   - Tools menu – Allows user to change user, skillset/queue or workstations preference, as well as configure alert settings
   - Help menu – Allows user to access the on-line help guide for VESTA View

2. **Queue/Skillset Information Area** – Shows, by line type, the number of calls waiting to be answered, longest and expected wait time (average), etc.
   - Line types displayed in this area can be turned On/Off using Tools → Skillset Preferences. By default, skillsets shown will be all lines going through an ACD.
   - Alerts notifications displayed for a queue/skillset (High, Medium & Low Severity) can be chosen using Tools → User Preferences

3. **Workstation Information Area** – Shows information about the activities occurring at workstations/consoles such as Ready/Not Ready status, active line, etc. Also provides tools to the supervisor to assist call takers with calls.
   - Workstations displayed in this area can be turned On/Off using Tools → Workstation Preferences. Can be all or selected workstations.
   - Alerts notifications displayed for a workstation (High, Medium & Low Severity) can be chosen using Tools → User Preferences
   - Columns displayed can be expanded or contracted, resorted or rearranged.

4. **Status Bar** – Located at bottom of screen. Displays current screen settings and status of PSAP to supervisor workstation, such as when a workstation is being monitored, etc.

Figure 1: *VESTA View Screen*



To Filter Workstation Information Displayed:

Workstation information displayed on the screen can be filtered based on needs of the supervisor.

Toggle to show ONLY workstations with active Alerts.

Toggle to show ONLY workstations with users logged in to VESTA.

Toggle to show ONLY Workstations with active calls.

VESTA View Alerts

Alerts are automatic notifications sent to a supervisor from VESTA View when a particular “state” or defined criteria has been reached by the system.

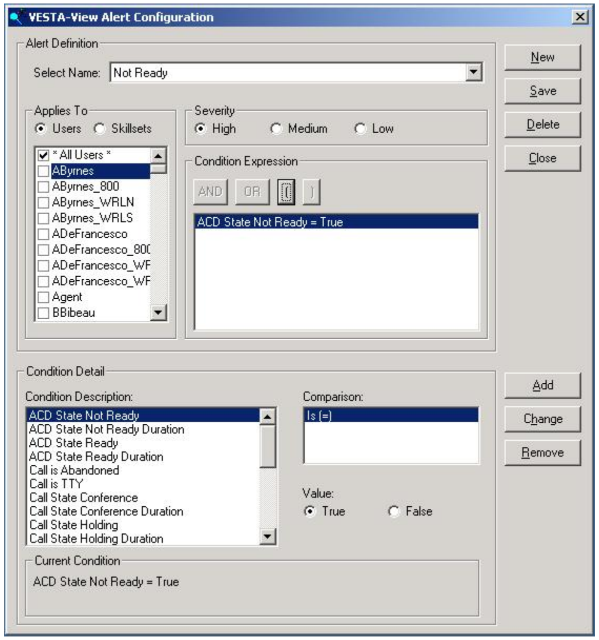
To Create a New Alert:

1. Click once on the **Tools** menu and select **Configure Alerts**.
   The VESTA View Alert Configuration dialog box will appear.
2. In the **Alert Definition** area, click once on the **New** button and enter name of new alert being created. *If the name is the same as another user’s defined alert, the system will prompt user for a new name.*
3. In the **Applies To** area, define the user or skillset/queue the alert will be applied to.
   - With “Users” box selected, choose from the list of available users or select “All user” to apply to all users in VESTA network.
   - With “Skillset/Queue” box selected, choose from the list of skillsets/queues (line types) the alert will be applied to or select “All Skillsets/Queues” to apply to all in the ACD.
4. In the **Severity** area, select the severity of the alert being created - HIGH, MEDIUM, LOW. Only one severity level can be selected for an alert. *By default, all alerts are set to MEDIUM.*
5. In the **Condition Expression** area, define the condition expressions and descriptions under which the alert will be triggered.
   *To define the condition expression with specified condition descriptions, click **Details>>**.*
6. Click **Save** to save the defined alert to this point ***OR*** continue to next section to **Define an Alert Condition Expression**.

To Define an Alert Condition Expression:

1. From within the **Alert Configuration** dialog box (previous section),click once on the **Details >>** button within the Condition Expression area.
   A dialog box will be expanded to display Condition Details area.
2. Select the **Condition Description** of the alert (value being alerted on such as ACD State Not Ready, Call Type Outbound, etc.) from the list provided by highlighting the chosen description in blue.
3. Select the **Comparison Operation** of the expression (operation which criteria must match such as IS= or Greater than >) from the list provided by highlighting the chosen operation in blue. *By default, if only one choice is available, it will automatically be selected*
4. Select the **Value** of the expression (criteria which defines when alert is activated such as True, False, 5 minutes) from the units provided and enter an numeric value, if applicable. *The Current Condition box displays the complete condition expression before it is added to the alert.*
5. Click **Add** to add the new expression to the Condition Expression box.
6. Once all alert conditions are entered, click **Save** to register the alert in the system.
   A maximum of 10 conditions can be created per alert. *If a Global Alert was created, user must log off VESTA View and log back in again to add the global alert and activate it.*

Figure 2: *Alert Configuration Dialog Box*



To Group Alert Expressions:

In order for several Condition Expressions to work properly, they must be grouped together so that they can be applied appropriately to the information.

- **“AND”** – Alert activated only if the first AND second condition are met. By default, AND is used when more than one condition exists.
  FOR EXAMPLE: If the alert is programmed to trigger when the call taker is on an outbound call AND has been talking for longer than 5 minutes, the expression would be: Call type outbound=True ***AND*** Call state talking duration> 5 minutes.
- **“OR”** – Alert activated whenever the first OR second condition are met
  FOR EXAMPLE: If the alert is programmed to trigger when the call taker is on an outbound call OR has been talking for longer than 5 minutes, the expression would be: Call type outbound=True ***OR*** Call state talking duration > 5 minutes
- **“( )”** – Used when three or more conditions exist for grouping of two conditions together, then combining with additional conditions. To be valid both the left and right parenthesis must be present.
  FOR EXAMPLE: If the alert is programmed to trigger when call taker is on an outbound call OR ACD call, and has been talking for longer than 5 minutes, the expression would be: **(**Call type outbound=True ***OR*** Call type ACD = True**)** ***AND*** Call state talking duration > 5 minutes.

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To Change an Alert Condition:

1. In the **Alert Configuration** dialog box, select the name of the alert to be changed from the drop down list. *The drop down list will only show alerts created under the logged in username. Alerts under other users, including global alerts, are not viewable.*
2. With the correct alert displayed, highlight the chosen Condition Expression in blue from the **Condition Expression** box and click **Detail >>**.
3. Make the appropriate changes within any of the alert conditions boxes (condition description, comparison or value). *Change will be displayed first in the Current Condition area at the bottom of the box.*
4. Click once on the **Change** button to update the definition in the Condition Expression box above.
5. Click once on **Save** to save the change and **Close** to exit the Alert Configuration box.

PLEASE NOTE: Other changes can also be made while editing the Alert such as the Name, where the alert is applied and the severity of the Alert.

To Remove an Alert Expression:

1. In the **Alert Configuration** dialog box, select the name of the alert to be changed.
2. With the correct alert displayed, highlight the chosen Condition Expression in blue from the **Condition Expression** box and click **Detail >>**.
3. Click once on the **Remove** button.
   Condition will be removed from the Condition Expression box above.
4. Click once on **Save** to save the change and **Close** to exit the Alert Configuration box.

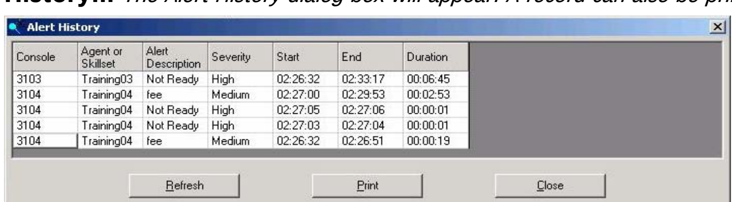
To Delete an Alert Definition:

1. In the **Alert Configuration** dialog box, select the name of the alert to be deleted.
2. With the correct alert selected, click once on **Delete**.
   The system asks you to confirm the deletion. Click "Yes" to completely remove it.
3. Click once on **Close** to exit the Alert Configuration box.
   If a Global Alert was changed user must log off VESTA View and log back in again to delete the global alert.

To View Alert History:

To display/view all alerts which have been triggered on the system while you have been logged on:

1. Choose **View** menu
2. Select **Alert History...** *The Alert History dialog box will appear. A record can also be printed for future use.*



Alert History

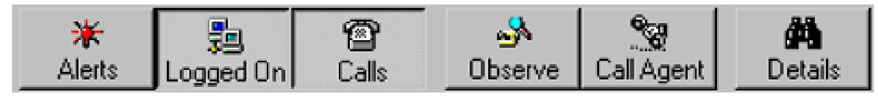
Console	Agent or Skillset	Alert Description	Severity	Start	End	Duration
3103	Training03	Not Ready	High	02:26:32	02:33:17	00:06:45
3104	Training04	fee	Medium	02:27:00	02:29:53	00:02:53
3104	Training04	Not Ready	High	02:27:05	02:27:06	00:00:01
3104	Training04	Not Ready	High	02:27:03	02:27:04	00:00:01
3104	Training04	fee	Medium	02:26:32	02:26:51	00:00:19

Refresh Print Close

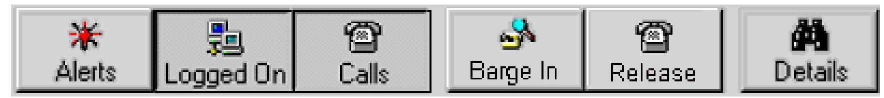
VESTA View Agent Observation & Assistance

Figure 3: *Workstation Window Toolbar*

Observe an Active Call | **Call an Agent's Workstation**



View Alerts ONLY (Turn On/Off) | **View Agents on Active Calls ONLY (Turn On/Off)** | **View ALI & TTY Details of Agent's Call**



View Logged On Users Only (Turn On/Off) | **Speak with Caller/Agent** | **Disconnect from Call**

To View ALI Details of Active Call:

(either while actively or inactively observing)

1. When an agent who is on an active call is selected from Workstation window, click the **Details** button to view ALI of call and the active TTY conversation (if applicable). *A record can also be printed for future use.*
2. When finished, click **Close** to exit the dialog box.

To Observe an Agent's Call:

1. When an agent who is on an active call is selected from Workstation window, click the **Observe** button.
   Observing allows a supervisor to listen in on call, without talking to the caller or call taker.
2. Once observing, the button will change to **Barge In**. This allows talking with an agent and call taker.

To Participate In an Agent's Call:

1. When an agent who is on an active call is selected from Workstation window, click the **Observe** button to listen in on the call.
2. Once observing, the button will change to **Barge In**.
   Barge in allows a supervisor to listen in on the call, and/or talk directly with an agent and the caller.
3. Begin speaking to caller or agent.

To Disconnect from an Agent's Call:

1. When a supervisor is finished either observing or assisting on a call, to disconnect from the call completely, click once on the **Release** button.